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APPENDIX C: GLOSSARY OF TERMS

Abatement – The process by which the City takes action to put an end to a nuisance condition.

Summary Abatement – The process by which the City intervenes to put an end to a nuisance condition where the cost of the City's intervention is less than \$3,000. (example, removing garbage from yard, removing an abandoned vehicle, boarding a broken window, etc.)

Substantial Abatement – The process by which the City intervenes to put an end to a nuisance condition where the cost of the City's intervention is more than \$3,000. (Example, removing a delapidate building, removing heavy machinery from a lot, etc.)

Broken Windows Theory – A theory, developed by James Q. Wilson and George Keiling in the early nineteen eighties, which holds that if physical and social disorders are allowed to go uncorrected in a neighborhood, others will be emboldened to create more disorders. Eventually, this environment will attract criminals, who thrive in conditions of public apathy and neglect.

Buy and Sells – For purposes of this study, the process of having a police informant attempt to buy or buy drugs or narcotics from a suspected drug dealer.

Calls for Service – These are the telephone calls which come in through the City's 911 line requesting police, fire or medical service at a particular location.

Certificate of Occupancy (C of O) – All non-residential buildings and non-owner occupied residential building with three or more living units are required to obtain a certificate issued by the Fire Marshall certifying the building is in compliance with applicable codes.

Certificate of Occupancy (C of O)Revocation – The Fire Marshall may revoke a certificate of occupancy if it is determined the building is not in compliance with applicable codes.

Chronic Problem Property – Chronic problem properties are properties with *serious* (founded and substantial), *repetitive* (at least 3 instances of problems in 18 months) and *enduring* (active as a problem property for at least 18 months) problems which *adversely affect* their neighbors and/or the community as a whole.

Code Violation – A behavior or condition prohibited by Code. (occupying a building lacking in proper smoke detectors, failure to provide heat in winter, maintaining unsanitary conditions, etc.)

Collective Efficacy – The level of mutual trust among neighbors combined with the willingness of a individuals to intervene on behalf of the common good; for instance to supervise children and maintain public order.

Community Expectations/Standards – A set of beliefs expressing a community's vision, derived from the historical and learned framework of shared assumptions, values, norms and local laws that a group of interacting individuals, in a common location agree to abide by as an expression of their tolerance for behaviors within their community.

Complaint-Based Enforcement – A method of ensuring property, housing, health and building codes are followed throughout the community by responding to specific complaints or concerns citizens or others informed inspection officials about. This is considered one of the three basic approaches to ensuring codes are observed in the community.

Condemnation – A determination by City officials a building is unfit for human habitation and ordering the building to be vacated.

Conflict Theory – One of the major theoretical approaches to sociology which traces its roots to the work of Karl Marx and his critique of capitalism. In general, conflict theory assumes that social life is shaped by groups and individuals who struggle or compete with one another over various resources and rewards, resulting in particular distributions of wealth, power and prestige.

Correction Notice – A notice issued to the property owner by a City inspector noting a violation of City Code and directing the violation be corrected.

Disorder, Physical – Physical conditions, such as broken windows, junk cars, and garbage houses, that are viewed as troublesome and potentially threatening by its residents and users of public spaces.

Disorder, Social – Social conditions or activities, such as prostitution, drug-dealing, and loitering, that are viewed as troublesome and potentially threatening by its residents and users of public spaces.

Disorderly Boys – This is a term used in the Police Department's call-management system which refers to rowdy and/or disorderly youth.

District Council – City of Saint Paul citizen participation process whereby the City is divided into 17 districts which set up advisory councils that plan and advise the City on physical, economic and social development of their area, as well as on Citywide issues. In addition, they identify neighborhood needs, initiate community programs, recruit volunteers and inform residents through community newspapers, newsletters, flyers and community events.

Domestic Violence – Acts of violence, sexual assaults and or child abuse directed against family members, relatives or roommates, by another family member, relative or roommate who lives in the same house or apartment.

Exterior Code Violations – These are violations of City and State building, housing, health and property maintenance codes which occur on the exterior of the building or in the yard/area surrounding the building. For purposes of this study, we have have divided these violations into two categories:

- 1) **structural code violations**— broken or missing windows and screens, broken or missing locks on doors, paint or siding in bad condition, roof/fascia/soffits with holes or leaking, outbuildings in poor condition, building walls with holes and stairs which are broken or in bad condition; and
- 2) **garbage/yard violations**— garbage or trash build-up, junk vehicle, tall grass and weeds, junk furniture, mattresses and appliances.

FORCE Unit – The Focusing Our Resources on Community Empowerment (FORCE) Unit of the Police Department was established in 1992 with the mission of providing a comprehensive approach to drug-related problem properties. Its purpose is to work with the community to reduce the level of drugs, narcotics and disruptive behavior at the neighborhood level. The FORCE unit has staff dedicated to crime prevention and block club coordination, code enforcement and street-level drug interdiction.

Good Neighbor Program – A program administered by Code Enforcement which trains citizens to identify certain exterior code violations such as tall weeds, snow removal, trash and abandoned vehicles. Following the training, citizens conduct exterior inspections of neighborhood properties and send or deliver form letters to property owners who may not be meeting code requirements. The program began as a pilot

program in the Dayton's Bluff neighborhood and was deemed successful. It has subsequently expanded to three additional areas in 2001.

Heavy Enforcement Activity for Thirty Days (HEAT) – A Saint Paul Police Department effort to concentrate law enforcement activity on a particular area in order to fight street level crimes, such as narcotics dealing, prostitution and traffic violations, which effect neighborhood quality of life.

Housing Court – A part of the Ramsey County District Court system which exclusively handles housing, health and building code related citations and complaints. It was formed with the intention of providing a venue for hearing housing code cases which was expert in understanding the impact of code violations.

Incivilities (see disorder) – Incivilities, also known as disorders, are social and physical conditions in a neighborhood that are viewed as troublesome and potentially threatening by its residents and users of public spaces.

Interior Code Violations – These are violations of City and State building, housing, health and property maintenance codes which occur *inside* the building or dwelling on a property. For purposes of this study, we have divided these violations into three categories:

- 1) **house systems violations**— heat/furnace, electricity, water shut-off or malfunction, gas shut-off or malfunction, refrigerator failure, water heater failure and stove/oven failure;
- 2) **structural code violations**— floor coverings, missing and broken doors, holes in walls, water damage and stairs which are broken or in bad condition; and
- 3) **health-related violations**— rodent or insect infestation, garbage build-up, overcrowding, missing or malfunctioning smoke detectors.

Intervention – Government action to address the practices and or habits of its citizens and businesses that are perceived as violating local codes, nuisance laws and or community standards.

Knock and Talk – For purposes of this study, the activity of police visiting people, mostly in their homes, where the police discuss the concerns of drug dealing and use with the people thought to be involved.

Market Value – The assessed value of a property calculated by the County that uses the current real estate activity in the surrounding area to determine the property's value. This value is the basis for determining property taxes for the property.

Minnesota Gang Strike Force – A state-wide law enforcement agency created to identify, investigate, arrest and prosecute gang members engaged in "criminal activity."

Nuisance Crime – These are sometimes also called "quality of life" crimes. For purposes of this study, we have labeled the following types of criminal activity as nuisance: disorderly boys, narcotics/drugs, disturbances, public dining, prostitution, loud music, harranguing of passers-by, dog fighting, and barking dog problems.

PP2000 – A Saint Paul Code Enforcement program which existed from January – December 2000 which sought to identify property owners who have had repeated complaints against their properties and assigned these owners to an inspector who case managed the owner's properties.

Periodic-Systematic Inspection – A method where buildings and conditions are comprehensively reviewed on a regular basis.

Problem Properties Task Force – This is a group of City staff representing a wide range of City activities which meets on a monthly basis to discuss problem and chronic problem properties they are working to devise strategies to fix the problems.

Property Crime – For purposes of this study, we have labeled the following types of criminal activity as property crime: theft, vandalism, burglary, auto theft, dangerous conditions and arson.

Remove or Repair (Order to) – An order approved by the City Council determining a property constitutes a public nuisance and ordering the owner to remove or repair the nuisance condition with a specified number of days.

Restorative Justice – Value-based approach to criminal justice with a balanced focus on the offender, victim and the community. Involves the creation of programs designed to serve the needs of victims by providing a holistic approach to healing the harm suffered, while offering opportunities for offenders to realize the harm they caused, apologize for the wrong, help repair the harm, and earn their way back into good standing in the community.

Saint Paul Association of Responsible Landlords (SPARL) – An non-profit organization which educates landlords in effort to make them more successful and responsible members of the community.

Slum Lord – A slang term referring to an owner of rental property who behaves in an irresponsible and exploitive manner.

Social Cohesion – The degree to which participants in social systems feel committed to the system and the well-being of other participants.

Social Capital – Social capital refers to features of social organization such as networks, norms, and social trust that facilitate coordination and cooperation for mutual benefit.

Southern Minnesota Regional Legal Services (SMRLS) – A law office for low income persons and senior citizens which provides free civil legal assistance to eligible persons in Saint Paul. SMRLS provides help in the following areas: housing, public benefits, family law, education and consumer problems.

Structural Functionalism – A theory that suggests a society functions best when individuals share the same norms and values because it promotes solidarity. Subsequently, because a society has established norms and values, that society will also have deviance because the rules of the society will not be agreed to or shared by everyone.

Surveillance – For purposes of this study, the process of police observing people suspected of being drug dealers, or locations where it is thought to occur.

Symbolic Interaction – A theory that attempts to explain the development of one's identity through one's interaction with others and how acts in response to what one perceives of what others think of oneself.

System Failure – When government, community and family interventions fail to keep a household or business from becoming a chronic problem property.

Tenant Remedy Action – Also known as a TRA, this is the means by which a tenant or group of tenants may take action through the court system to get needed repairs and maintenance completed on their

building or in their units. This is accomplished by the tenant(s) paying rent to a court-appointed administrator, rather than the landlord, who then oversees the correction of problem conditions.

Vacant Building, Registered – A legal term used by the City of Saint Paul to mean a building that is unoccupied and meets one or more of the following conditions: unsecured, or secured by other than normal means; or it is a dangerous structure; or is condemned; or has multiple housing or Building Code violations; or is condemned and illegally occupied; or is unoccupied for a period of time longer than one year during which time the Code Enforcement Officer has issued an order to correct nuisance conditions.

Violent Crime – For purposes of this study, we have labeled the following types of criminal activity as violent: domestic violence, assault, fights, aggravated assault, weapons, missing persons, stalking and robbery.

APPENDIX D: CALLS TO CITY, BY VIOLATION, BY CASE

Name	Code	C of O	Police	Fire	EMS	Animal	Licensing - Zoning
Alligator Alley	0	5	146	4	10	5	0
Bad Boys	4	0	81	0	0	0	0
Brothers Grim	6	0	46	0	3	1	0
Career Criminals	4	0	46	0	0	0	0
Case Case	7	20	114	5	9	1	0
Cash Cow	0	9	207	51	38	3	0
Cracking Up	5	0	164	2	4	1	0
Cultural Conflict	6	0	73	3	8	0	0
Danger Island	4	2	214	5	19	0	0
Dirty Business	7	0	9	1	0	5	3
Dirty Dealing	13	0	150	0	1	0	0
Dog House	2	0	10	0	2	9	0
Double Gross	2	0	40	0	4	1	0
Double Trouble	7	0	101	0	3	0	0
Down 'n Out	0	0	91	10	12	1	0
Empty Promise	3	7	72	1	3	6	0
Errant Investor I	6	0	29	0	0	0	0
Errant Investor II	7	0	18	0	0	0	0
Fear Factor	2	0	14	1	0	0	0
Fight Club	0	4	83	2	4	0	8
Gangster Boyfriend	3	0	24	0	0	2	0
Home Alone	5	0	17	0	1	0	0
La Cucaracha	0	11	185	13	8	0	0
Misplaced	3	1	5	1	1	0	12
Motel California	1	10	296	31	30	1	0
Nasty Four	4	4	47	2	0	0	0
Old and Ugly	3	6	55	5	12	1	0
Over the Edge	2	2	21	0	0	0	0
Overwhelmed	6	0	36	0	0	0	0
Through the Cracks	6	0	15	1	2	0	0
Watering Hole	2	0	75	0	2	0	11
Weird Neighbor	8	0	4	0	0	7	11

APPENDIX E: CALLS TO CITY, TOTALS AND AVERAGES, BY CASE

Name	Total-Study Period	Average Per Year	Average Per Month
Alligator Alley	170	85	7.1
Bad Boys	85	43	3.5
Brothers Grim	25	13	1.0
Career Criminals	56	28	2.3
Case Case	42	21	1.8
Cash Cow	50	25	2.1
Cracking-Up	156	78	6.5
Cultural Conflict	308	154	12.8
Danger Island	176	88	7.3
Dirty Business	244	122	10.2
Dirty Dealing	90	45	3.8
Dog House	25	13	1.0
Double Gross	164	82	6.8
Double Trouble	23	12	1.0
Down 'N Out	47	24	2.0
Empty Promise	111	56	4.7
Errant Investor I	92	46	3.8
Errant Investor II	114	57	4.8
Fear Factor	35	18	1.4
Fight Club	25	13	1.0
Gangster Boyfriend	17	9	0.7
Home Alone	101	51	4.2
La Cucaracha	29	15	1.2
Misplaced	23	12	1.0
Motel California	217	109	9.0
Nasty Four	23	12	1.0
Old and Ugly	369	185	15.4
Over the Edge	57	29	2.4
Overwhelmed	82	41	3.4
Through the Cracks	24	12	1.0
Watering Hole	90	45	3.8
Weird Neighbor	30	15	1.3

APPENDIX F: PROPERTY CODE INTERVENTION, BY CASE

Name	Correction Notices	Abatements	Citations	Housing Ct. Warrants	Condemnations
Alligator Alley	0	4	1	no	0
Bad Boys	3	2	0	no	0
Brothers Grim	0	0	3	yes	0
Career Criminals	0	3	0	no	0
Case Case	0	1	0	no	0
Cash Cow	3	0	2	no	0
Cracking-Up	3	6	0	no	0
Cultural Conflict	1	2	2	no	0
Danger Island	1	2	0	no	0
Dirty Business	5	2	2	yes	0
Dirty Dealing	3	6	2	no	1
Dog House	6	2	4	yes	1
Double Gross	0	1	0	yes	2
Double Trouble	4	1	2	no	1
Down 'N Out	0	0	0	no	0
Empty Promise	2	8	5	no	1
Errant Investor I	2	12	1	yes	1
Errant Investor II	1	7	0	yes	0
Fear Factor	0	3	0	no	0
Fight Club	0	0	0	no	0
Gangster Boyfriend	1	2	2	no	0
Home Alone	1	0	1	no	0
La Cucaracha	7	0	0	no	1
Misplaced	3	5	0	no	3
Motel California	1	1	0	no	0
Nasty Four	4	0	2	no	2
Old and Ugly	1	3	0	yes	1
Over the Edge	1	1	1	no	1
Overwhelmed	0	5	0	yes	0
Through the Cracks	0	5	0	yes	0
Watering Hole	5	0	2	no	0
Weird Neighbor	2	1	6	yes	0

APPENDIX F: PROPERTY CODE INTERVENTION, BY CASE (CONTINUED)

Name	C of O Revocation	Rental Registration	Problem Prop. Task Force	PP 2000
Alligator Alley	1	no	yes	no
Bad Boys	0	no	no	no
Brothers Grim	0	no	no	no
Career Criminals	0	no	no	no
Case Case	4	no	yes	yes
Cash Cow	1	no	yes	no
Cracking-Up	0	no	no	yes
Cultural Conflict	0	no	no	no
Danger Island	0	no	no	no
Dirty Business	0	no	no	no
Dirty Dealing	0	no	no	no
Dog House	0	no	no	no
Double Gross	0	no	no	yes
Double Trouble	0	yes	yes	no
Down 'N Out	0	no	no	no
Empty Promise	0	no	yes	no
Errant Investor I	0	yes	no	yes
Errant Investor II	0	no	no	yes
Fear Factor	0	no	no	no
Fight Club	0	no	yes	no
Gangster Boyfriend	0	no	no	no
Home Alone	0	yes	no	no
La Cucaracha	0	no	no	no
Misplaced	1	no	no	no
Motel California	0	no	yes	no
Nasty Four	0	no	yes	yes
Old and Ugly	4	no	yes	no
Over the Edge	0	no	no	no
Overwhelmed	0	no	no	no
Through the Cracks	0	no	no	no
Watering Hole	1	no	no	no
Weird Neighbor	0	no	no	no

APPENDIX G: FORCE INTERVENTIONS, BY CASE

Name	Knock n' Talks	Search Warrants	Buys n' Surveillance	FORCE Arrests
Alligator Alley	1	0	2	0
Bad Boys	2	1	1	3
Brothers Grim	4	0	4	3
Career Criminals	0	1	2	2
Cash Cow	2	0	0	0
Case Case	0	2	4	2
Cracking-Up	0	1	1	0
Cultural Conflict	0	0	0	0
Danger Island	1	4	0	3
Dirty Business	0	0	0	0
Dirty Dealing	2	1	7	1
Dog House	2	0	2	0
Double Gross	0	3	2	2
Double Trouble	4	0	3	0
Down 'N Out	0	0	0	0
Empty Promise	3	1	1	1
Errant Investor I	0	1	0	0
Errant Investor II	0	0	0	0
Fear Factor	0	0	0	0
Fight Club	0	0	0	0
Gangster Boyfriend	0	1	0	1
Home Alone	0	0	0	0
La Cucaracha	6	0	7	2
Misplaced	0	0	0	0
Motel California	2	0	2	0
Nasty Four	1	0	0	1
Old and Ugly	1	2	0	0
Over the Edge	1	0	7	2
Overwhelmed	0	0	0	0
Through the Cracks	0	0	2	1
Watering Hole	0	0	0	0
Weird Neighbor	0	0	0	0

**APPENDIX H: COSTS FOR COMPLAINTS, CALLS FOR SERVICE AND
EMS/FIRE RUNS, BY CASE**

Name	Police Calls	FORCE Unit				Animal Control
		Arrests	Buys/Surveillance	Knock & Talk	Warrant	
Alligator Alley	\$18,980		\$650	\$130		\$750
Bad Boys	\$10,530	\$1,560	\$325	\$260	\$1,300	
Brothers Grim	\$5,980	\$1,560	\$1,300	\$520		\$150
Career Criminals	\$5,980	\$1,040	\$650		\$1,300	
Case Case	\$14,820	\$1,040	\$1,300		\$2,600	\$150
Cash Cow	\$26,910			\$260		\$450
Cracking-Up	\$21,320		\$325		\$1,300	\$150
Cultural Conflict	\$9,490					
Danger Island	\$27,820	\$1,560		\$130	\$5,200	
Dirty Business	\$1,170					\$750
Dirty Dealing	\$19,500	\$520	\$2,275	\$260	\$1,300	
Dog House	\$1,300		\$650	\$260		\$1,350
Double Gross	\$5,200	\$1,040	\$650		\$3,900	\$150
Double Trouble	\$13,130		\$975	\$520		
Down 'N Out	\$11,830					\$150
Empty Promise	\$9,360	\$520	\$325	\$390	\$1,300	\$900
Errant Investor I	\$3,770				\$1,300	
Errant Investor II	\$2,340					
Fear Factor	\$1,820					
Fight Club	\$10,790					
Gangster Boyfriend	\$3,120	\$520		\$1,300		\$300
Home Alone	\$2,210					
La Cucaracha	\$24,050	\$1,040	\$2,275	\$780		
Misplaced	\$650					
Motel California	\$38,480		\$650	\$260		\$150
Nasty Four	\$6,110	\$520		\$130		
Old and Ugly	\$7,150			\$130	\$2,600	\$150
Over the Edge	\$2,730	\$1,040	\$2,275	\$130		
Overwhelmed	\$4,680					
Through the Cracks	\$1,950	\$520	\$650			
Watering Hole	\$9,750					
Weird Neighbor	\$520					\$1,050

**APPENDIX H: COSTS FOR COMPLAINTS, CALLS FOR SERVICE AND
EMS/FIRE RUNS, BY CASE (CONTINUED)**

Name	Code Enforcement Complaints	Certificate of Occupancy	Licensing	Zoning	EMS & Fire	Total Cost
Alligator Alley		\$750			\$6,398	\$27,658
Bad Boys	\$600					\$14,575
Brothers Grim	\$900				\$1,371	\$11,781
Career Criminals	\$600					\$9,570
Case Case	\$1,050	\$3,000			\$6,398	\$30,358
Cash Cow		\$1,350			\$40,673	\$69,643
Cracking-Up	\$750				\$2,742	\$26,587
Cultural Conflict	\$900				\$5,027	\$15,417
Danger Island	\$600	\$300			\$10,968	\$46,578
Dirty Business	\$1,050			\$450	\$457	\$3,877
Dirty Dealing	\$1,950				\$457	\$26,262
Dog House	\$300				\$914	\$4,774
Double Gross	\$300				\$1,828	\$13,068
Double Trouble	\$1,050				\$1,371	\$17,046
Down 'N Out					\$10,054	\$22,034
Empty Promise	\$450	\$1,050			\$1,828	\$16,123
Errant Investor I	\$900					\$5,970
Errant Investor II	\$1,050					\$3,390
Fear Factor	\$300				\$457	\$2,577
Fight Club		\$600	\$1,200		\$2,742	\$15,332
Gangster Boyfriend	\$450					\$5,690
Home Alone	\$750				\$457	\$3,417
La Cucaracha		\$1,650			\$9,597	\$39,392
Misplaced	\$450	\$150	\$1,500	\$300	\$914	\$3,964
Motel California	\$150	\$1,500			\$27,877	\$69,067
Nasty Four	\$600	\$600			\$914	\$8,874
Old and Ugly	\$450	\$900			\$7,769	\$19,149
Over the Edge	\$300	\$300				\$6,775
Overwhelmed	\$900					\$5,580
Through the Cracks	\$900				\$1,371	\$5,391
Watering Hole	\$300		\$1,650		\$914	\$12,614
Weird Neighbor	\$1,200			\$1,650		\$4,420

APPENDIX I: 2000 TAX INFORMATION, BY CASE

Name	Total Local Taxes	County Taxes	Municipal Taxes
Alligator Alley	\$9,166	\$2,516	\$2,242
Bad Boys	\$1,038	\$282	\$251
Brothers Grim	\$1,924	\$528	\$471
Career Criminals	\$779	\$214	\$191
Case Case	\$2,921	\$794	\$708
Cash Cow	\$18,865	\$5,129	\$4,573
Cracking-Up	\$875	\$240	\$214
Cultural Conflict	\$1,019	\$280	\$249
Danger Island	\$4,058	\$1,114	\$993
Dirty Business	\$1,476	\$405	\$361
Dirty Dealing	\$903	\$248	\$221
Dog House	\$721	\$198	\$176
Double Gross	\$504	\$138	\$123
Double Trouble	\$1,218	\$334	\$298
Down 'N Out	\$1,799	\$494	\$440
Empty Promise	\$1,302	\$357	\$319
Errant Investor I	\$894	\$246	\$219
Errant Investor II	\$666	\$183	\$163
Fear Factor	\$788	\$216	\$193
Fight Club	*	*	*
Gangster Boyfriend	\$612	\$169	\$150
Home Alone	\$1,856	\$509	\$454
La Cucaracha	\$17,294	\$4,763	\$4,245
Misplaced	\$590	\$163	\$144
Motel California	\$12,376	\$3,397	\$3,028
Nasty Four	\$1,246	\$342	\$305
Old and Ugly	\$1,922	\$528	\$470
Over the Edge	\$1,384	\$380	\$340
Overwhelmed	\$952	\$262	\$234
Through the Cracks	\$741	\$202	\$180
Watering Hole	\$2,713	\$745	\$664
Weird Neighbor	\$1,615	\$443	\$395

APPENDIX J: AGE OF RESIDENTIAL STRUCTURES, PRE- AND POST- 1939

APPENDIX K: ROBBERY INCIDENCES 2000 AND 1999